

OBSERVATION REPORT #103

A review of reports on “Line Loss” indicates that Verizon has not accurately reported all customer accounts which were lost by the New Jersey CLECs.

Issue:

The line loss report is an electronic file made available from Verizon to CLECs/Resellers (non-facility based), which lists those end-users who have recently terminated their service with the CLEC. Reasons for service termination include action taken by the end user to effect a CLEC to CLEC migration, Verizon Winback or a disconnect. According to Verizon, the Network Service Provider (NSP) is required to provide the following information associated with a migration to the CLECs that lost the account:

- Working Telephone Number (WTN)
- Conversion Date (Date that the end users converted to the new LSP)

KPMG Consulting conducted a reconciliation test to validate that all CLECs’ working telephone numbers that had been lost in the state of New Jersey were properly included in the CLECs’ line loss reports. The Line Loss Reports reviewed in this test covered the period 2/13/01 through 2/25/01. KPMG Consulting utilized the extracted service order file and the extracted Line Loss Report that Verizon electronically transmitted to KPMG Consulting’s server as inputs¹ for this test.

KPMG Consulting identified 52 working telephone numbers as candidates for CLECs’ Line Loss Report from the service order file records that met the following criteria:

- FIDs of ORSID, OAECN, RSID and AECN
- Populated completion dates
- Billing Telephone Numbers (BTNs) with an NPA of “201”, “973”, “908”, “732”, “609”, or “856”

KPMG Consulting found 38 working telephone numbers (73%) in the line loss report. The 14 working telephone numbers, and their associated information that were not found in the Line Loss Report are listed in Table 1 below.

Table 1

No.	WTN	BTN	Service Order ID	Conversion date
1	7324952330	7324951048622	C-8609	2001-02-13
2	7325495464	609Z490204000	R-79285	2001-02-13
3	8562620963	8562620963240	D-77069	2001-02-13
4	8562997819	8562997819645	D-77055	2001-02-13
5	8564358192	8564351515464	C-70555	2001-02-13
6	8564519470	8564519470151	D-77064	2001-02-13
7	8564590553	8564590553846	D-77062	2001-02-13
8	8565071131	8565071131095	D-77059	2001-02-13

¹ Service order file and line loss report file used for this test were njsoi_045.txt.pgp and njsar_0214.txt.pgp, respectively.

No.	WTN	BTN	Service Order ID	Conversion date
9	8565661200	609Z491187434	R-48563	2001-02-13
10	8566140715	8566140715272	D-77083	2001-02-13
11	8566351143	8569632242108	C-70561	2001-02-13
12	8566860587	8566860587402	D-77057	2001-02-13
13	8568584240	8568584240803	D-77075	2001-02-13
14	8569639302	8569635452732	C-86872	2001-02-14

Of the 38 WTNs that were found in the line loss report, 37 WTNs have accurate associated information (BTN, service order ID and conversion date). The billing telephone number, service order ID and conversion date of 1 WTN in the service order file (see Table 2) does not match with those in the Line Loss Report (see Table 3).

Table 2: Information in the service order file

No.	WTN	BTN	Service Order ID	Conversion date
1	8562340298	609Z490405226	R-51087	2001-02-13

Table 3: Information in the line loss report

No.	WTN	BTN	Service Order ID	Conversion date
1	8562340298	8562347803314	D-51094	2001-02-12

Assessment

CLECs require accurate information for their lost accounts, in order effectively to serve their customers.